

REMARKS

In the amendments above, Claims 1, 3-5, 7, 8-12, 17, and 18 have been amended, Claims 13 to 16 have been canceled, and Claim 19 has been added to more particularly point out and distinctly claim Applicants' invention.

Claims 1-18 have been objected to, and Claims 3, 12, 13, and 15 to 18 have been rejected under 35 U.S.C. §112, second paragraph, as being indefinite. The Examiner's attention is directed to the amendments above, which amendments are believed to overcome the objection and rejection.

Claims 1, 2, 3, 5, 6, 7 and 17 have been rejected under 35 U.S.C. §102(e) as being anticipated by the Johnson patent. The Examiner maintains that Johnson discloses a) generating a database containing data relevant to the Provider (database 36); b) updating said database so as to keep said data on the Provider; c) when a call is received from a customer identifying the requirements of the customer; d) identifying the nature of the request of the customer for a Provider; e) searching said database for a Provider who fits best the requirements of the customer; and f) when such best fit Provider is found, generating a voice and/or data communication between said customer and said provider; that with regard to claim 2 the requirements of the customer include his geographic location as seen in Appendix 1; that with regard to claims 3, 5 and 6, the data of the provider is availability status; that with regard claim 7 the updating of the database is initiated by the Providers is answered by and polling is read as the receiving the order which effects the outcome of the inventory count (sic); that with regard to claim 17 the Provider is house services providers is read as appendix III in oven sales.

Claims 1-18 have been rejected under 35 U.S.C §103(a) as being unpatentable over Johnson in view of the McDonough patent. The Examiner maintains that Johnson teaches the invention as set forth above, but fails to teach using multiple location based inventory sources; that, however, McDonough does; that it would be obvious to use the

rule based routing system, i.e., using location systems of the communication network from which the call of the customer is placed, in Johnson because the motivation for it would be the reduction of system elements; that the use of phone lines to communicate with voice or data is notoriously old; that with regard to claim 18, as set forth above Johnson discloses a) a database containing data relevant to the Provider; b) communication lines and means for updating said database so as to keep said data on the Provider up-to-date; d) personnel or apparatus for identifying the nature of the request of the customer for a Provider; and e) searching software for searching said database for a Provider who fits best the requirements of the customer; that, however, Johnson does not disclose c) location apparatus for identifying the geographical location of the customer calling the system; and i) dialing and switching means for generating a voice communication between said customer and said provider; that McDonough does disclose c) location apparatus for identifying the geographical location of the customer calling the system and f) dialing and switching means for generating a voice communication between said customer and said provider telephony processing components 360, 370, 380; and that it would be obvious to modify Johnson to include these features because the motivation would be for the reduction of system elements.

Applicants respectfully transverse the above rejections.

Claims 1-3, 5-7 and 17 have been rejected as being anticipated by Johnson. Applicants submit that this reference is not relevant to the present invention since it does not describe a method or system for finding a service provider that best fits to the requirements of a customer at a given time, such as a service provider which is less busy or the one that is closer geographically to the customer (see page 1, paragraph 3, which describes "*Other examples of a services which are pertinent to the subject of the invention*"), thereby resulting in a relatively more efficient service to the user (e.g., the closest available plumber to deal with a bursting pipe). Johnson discloses a system and method for maintaining a catalog database of items that might be requisitioned by a user

(see Col. 2, lines 51-67, and Col. 3 lines 1-6). Johnson specifically indicates that the method and system provides a user with the capability of searching a database for available items (see, Col. 2, lines 51-60).

Furthermore, according to the nature of the present invention, which is directed to match a service provider who fits best to the customer needs at a given time, the updating of a database should be updated in real-time, as the matching is based on dynamic data, such as the availability of a service provider (e.g., whether a plumber is busy at a moment or is on vacation), its current position (i.e., geographical location) and like. On the contrary, the database maintained by Johnson, relates to details regarding the inventory stored in the database (i.e., an electronic warehouse), such as quantity of a specific item, its price, product dimensions, manufacturer address, availability of a product in stock, etc.

Moreover, upon finding the service provider that fits best to the requirements of the customer, the system of the present invention immediately tries to establish a communication (i.e., a link) between these entities (i.e., the selected service provider and the user). This is an essential activity required to complete the service provided to a user by the method and system of the present invention. On the contrary, Johnson does not describe such an activity, as it is irrelevant or unnecessary for the subject matter of that invention.

Claims 1-18 have been rejected as unpatentable over Johnson in view of McDonough. As described hereinbefore, the present invention is directed to a method and system for finding a service provider who fits best to the requirements of a customer at a given time, and hence, it is required to dynamically update the database with data, such as the current location of a service provider, its availability to provide the service etc. However, the Examiner points out in McDonough a component, such as caller ID in the CTI server 370, which relates to the identifications of a caller's telephone number, as

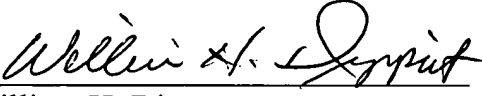
stated in the reference, see Col. 7, lines 41-60. This ability of caller ID does not teach us of the current location of a specific service provider, but only relates to the identification of the telephone number of a user.

Applicants respectfully urge the Examiner to withdraw the rejections based on Johnson on Johnson in view of McDonough, since the claims are believed patentable over these references.

Reconsideration and allowance of all the claims herein are respectfully requested.

Respectfully submitted

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